



Anesthesia Centre of Excellence

Background

In spite of utilizing offshore resources for over 3 years, the management was spending more time on repetitive questions coming out of lack of domain knowledge. They were very concerned about compliance issues as data was processed offshore and many a time downloaded offshore. The present partner had too many departments and sometimes correspondence/denials couldn't catch up with posting causing delay.

Solution:

ExdionRCM was evaluated for compliance by our client and apart from HIPAA compliance by PwC, they found our physical and network security measures to be adequate as we are also compliant to ISO 27001 and SOX standards

ExdionRCM operates a focus group for Anesthesia Billing, a COE that is led by certified professionals and medical doctors with many years of Anesthesia experience. ExdionRCM is well versed with Surgical (In-patient) Anesthesia, Pain Clinics and Outpatient Anesthesia for Anesthesiologists and CRNA's. Leveraging our domain knowledge, ExdionRCM addressed the client's concerns through a systematic approach by customizing two of our process automation platforms – ExAT and Robo Help.

One of the main functionalities of ExAT apart from providing real time online status updates is to automate the "Missing Information/Clarification" logging process. ExdionRCM provides two layers of escalations within the system, by which, before a query moves into a client queue, it is reviewed by both a Team Leader and an Anesthesia SME internally. Issues that are beyond ExdionRCM's scope are then logged in the client queue with email triggers. Responses and resolution workflow is built into the system enabling a seamless process.

Robo Help is a Knowledge Management application, designed as a searchable central training library for process information captured through multiple sources like trainings, meetings, emails, calls and Standard Operating Procedures. It was built to effectively manage the numerous updates (coding, insurance specifications, posting and denial management rules etc) from clients. The Anesthesia Focus Group leverages Robo Help to continuously build on the knowledge and thereby improvise on deliverables every day.

Value:

Since ExdionRCM offered 2 levels of supervision in the form of a Team Leader and an SME, ExdionRCM reduced client intervention in resolving issues by over 30% resulting in more time for the client's supervisory staff and lesser clarifications. ExAT was customized for this client and the connectors built between various processes brought down the TAT to bill claims out and also resolve issues. Robo Help enabled effective knowledge management amidst their offshore team and brought down repetitive questions

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